

Client Success Manager, Digital Forensics

This position can be fully remote or based out of one of ArcherHall's offices in Sacramento, San Diego, or Seattle. Candidates located anywhere in the US are encouraged to apply.

ArcherHall is growing fast. The list of law firms we serve is growing every day. We need a sales professional with the legal knowledge and drive to grow relationships with attorneys and ensure clients are ecstatic about our service.

We're seeking a business developer with a legal background to support the growth of our Digital Forensics Division. A JD and/or prior experience as a practicing attorney is highly desirable. This individual will focus on our existing client base, expanding relationships within client law firms and providing the attentiveness necessary to maximize client retention. This role is in a high-growth division with significant opportunities for advancement.

The ideal candidate is self-motivated and thrives in a collegial team environment. Some responsibilities include:

- meeting with clients to understand their longer-term needs, goals, and pain points
- leveraging existing relationships within firms to build relationships with new attorneys
- collecting market intelligence about what our clients value and prioritize
- coordinating with other teams to improve client service and communication
- using all of the above to achieve revenue targets

At ArcherHall we constantly seek to push the envelope and get to the next level. Our Digital Forensics Division places a strong emphasis on both internal and external training and professional development, and the ideal candidate will be willing to try new things and implement solutions that have never been applied in our industry.

Qualities of the ideal candidate:

- Experience building long-term relationships to grow revenue.
- Knowledgeable about the practice of law, especially litigation.
- Exceptional communicator. Clear verbal communication and strong writing.
- Data-driven. Understands the value of tracking data meticulously and using data to achieve goals.
- Team player. Builds trust and strong working relationships with colleagues.
- Entrepreneurial. Able to thrive in a small, dynamic organization.
- Driven. Excited about being part of a fast-growth company and building something great.

Qualifications:

- Bachelor's degree. JD a significant plus.
- 2+ years of experience in a sales or business development role.
- Preferred:
 - Experience in legal practice or litigation.

To apply, submit your resume to hire@archerhall.com. Please reference the job title in your subject line.